

VERIZON NEW YORK INC.  
P.S.C. No. 15--COMMUNICATIONS  
Effective Date: May 1, 2014

Section: 5  
Page: 20  
Revision: 0  
Superseding Revision:

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GENERAL TARIFF

LISTINGS

E. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. General

National Directory Assistance (NDA) Service provides customers information on listings outside the customer's local Directory Assistance area.

2. Regulations

- a. NDA Service is provided subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Company may designate.
- b. The charge for NDA Service is specified in Section 14.5 of this Tariff. The NDA charge applies whether or not a number or listing information is provided, including requests for numbers that are non-published, non-listed or not found. No charge applies for NDA listing requests which result in the calling party receiving a wrong number provided that the calling party reports the wrong number to the Company.
- c. Customers will be charged for each NDA call. A maximum of two requests for listings will be allowed per call. No discounts or allowances apply on charges for NDA service.
- d. A customer may request both an NDA listing and a listing located within the customer's local Directory Assistance area on the same call. The customer will be charged the price of an NDA call.
- e. Charges for NDA are not applicable to calls from customers who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap. Refer to Paragraphs B.2.b.(4) and (6) preceding.
- f. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save the Company harmless against all claims that may arise from the use of such information.
- g. NDA is available on a direct dialed basis and may not be alternately billed. NDA is not available from Coin Telephones or the following classes of restricted service:

COCOTs with restricted bill class  
Coinless Coin  
Inmate Public Access Lines  
Mobile Type 1 Service

Hospital Patient Lines  
Hotel/Motel Guest Lines

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